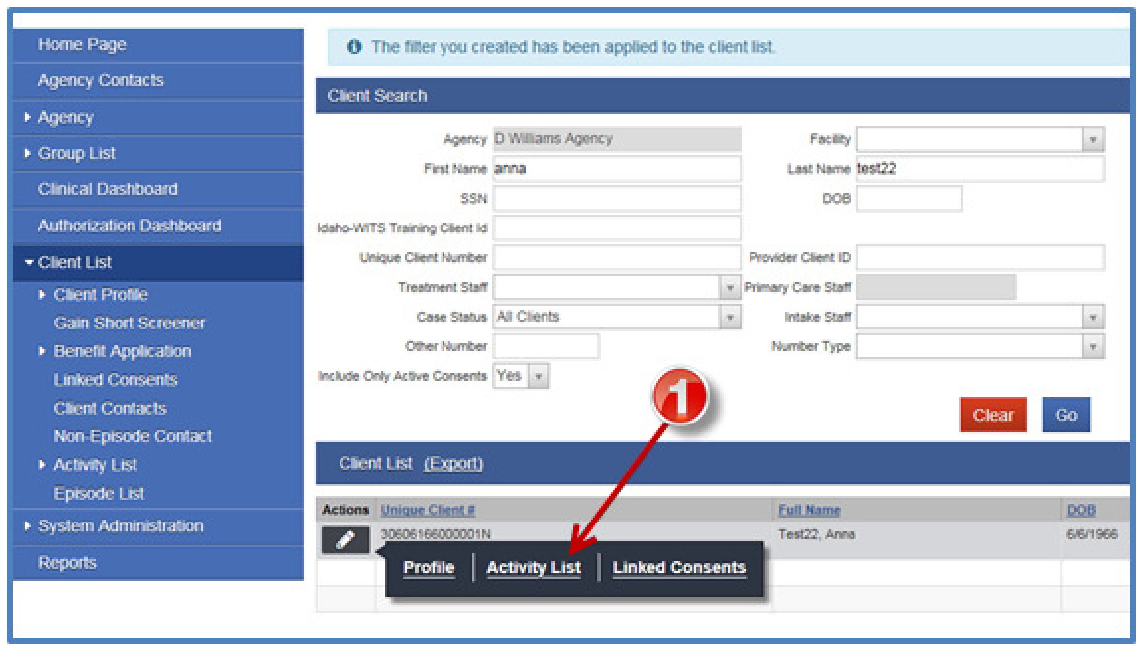
# Documenting and Billing Unsuccessful Follow Up Attempts for DHW and IDJC Clients

**NOTE:**

- **Clients must sign an informed consent specific to outcome data collection located on the WITS website [here](here) .**
- **Do not complete a Follow Up for an ATR funded client.**

## Complete an Unsuccessful Follow Up

1. **Getting here:** Login, click **Client List** on the Navigation Pane (left menu) to generate the Client Search Screen, locate the client name and hover over  under Actions and click **Activity List**.



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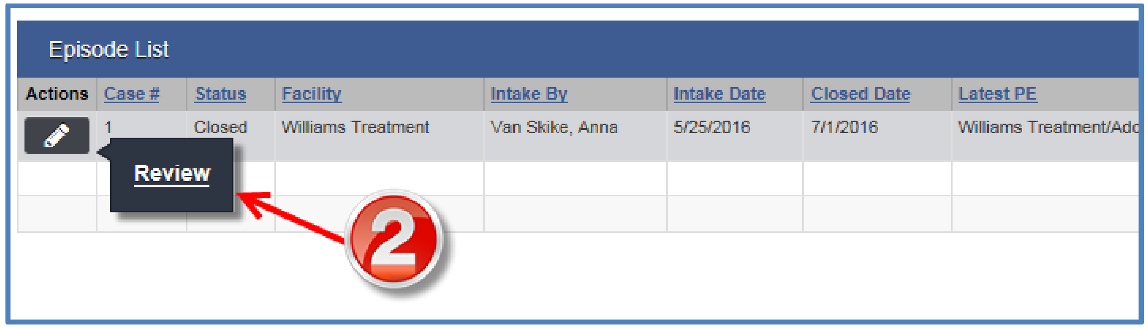
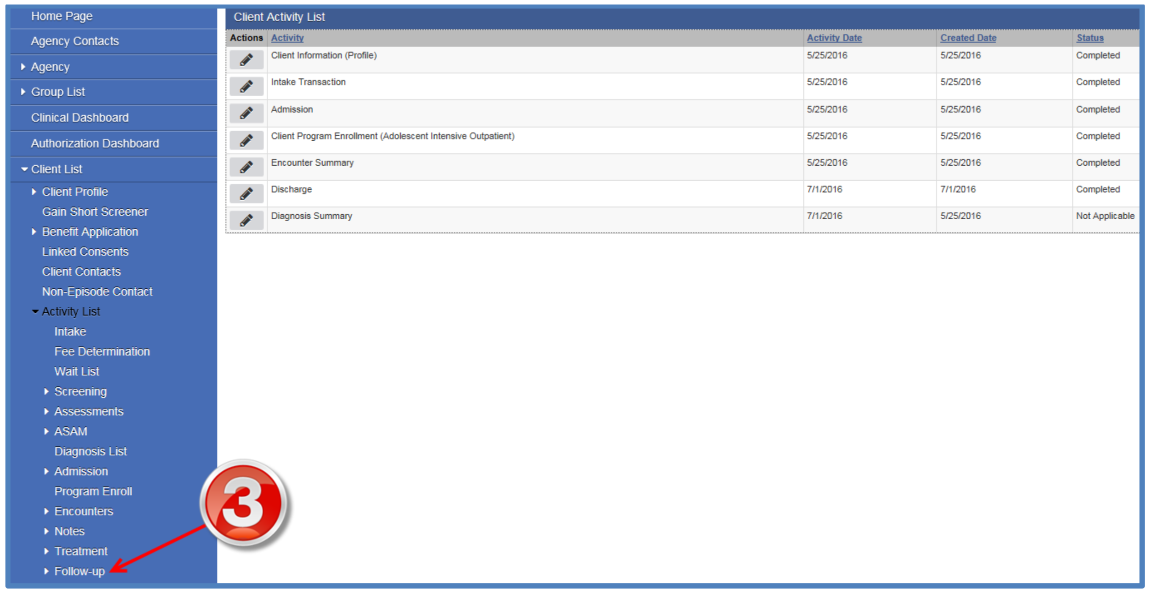
**2.** Hover over  under Actions and click **Review** to review the Episode of Care.

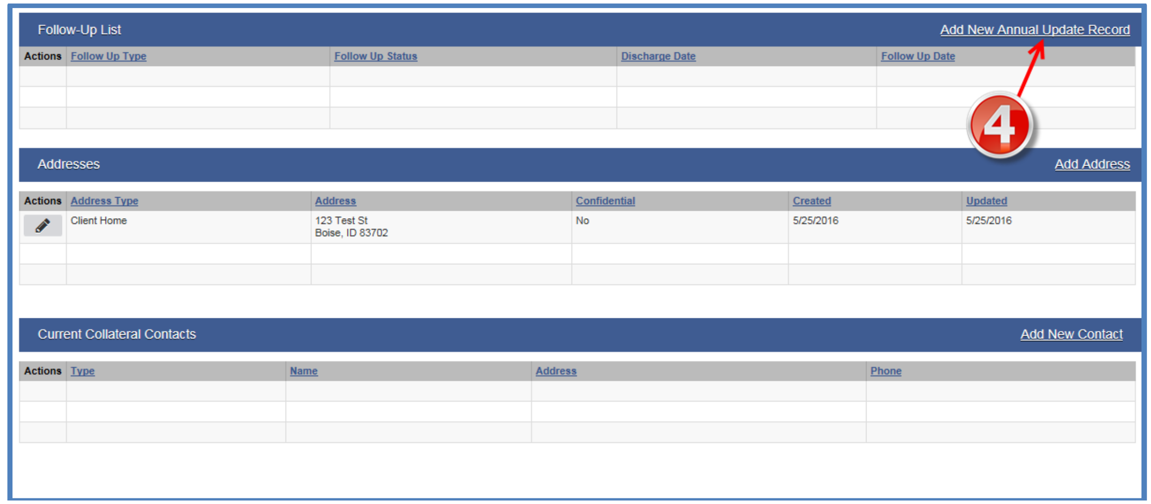



**3.** Click **Follow Up** on the Navigation Pane (left menu) under the Activity List.



**NOTE: Update all contact information for the client as applicable.**

**4.** Click **Add New Annual Update Record**.



5. Select the **<u>Follow Up Type</u>** and the **<u>County of Residence</u>**.

6. Select a **<u>Follow Up</u>** Status from the list below indicating why the Follow Up survey was not completed:

- **<u>Unable to Follow-Up-Awaiting Response</u>**
- **<u>Unable to Follow-Up-Incarcerated</u>**
- **<u>Unable to Follow-Up-Transferred</u>**
- **<u>Unable to Follow-Up-Unable to Contact</u>**

7. **<u>Complete all fields.</u>**

**NOTE: Document four (4) unsuccessful attempts to contact client to complete Follow Up survey before proceeding to bill for the unsuccessful attempts.**

8. Click 

and 

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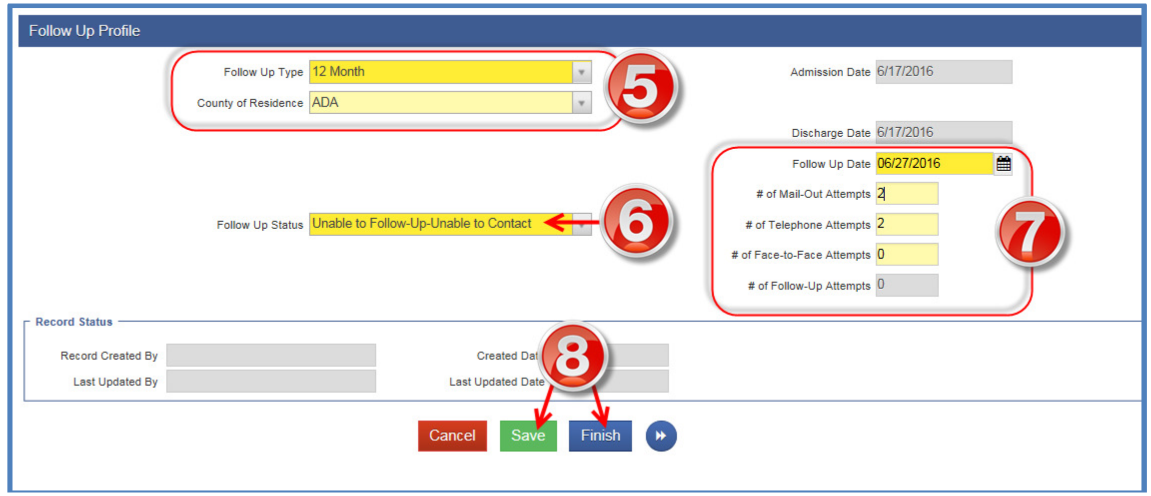
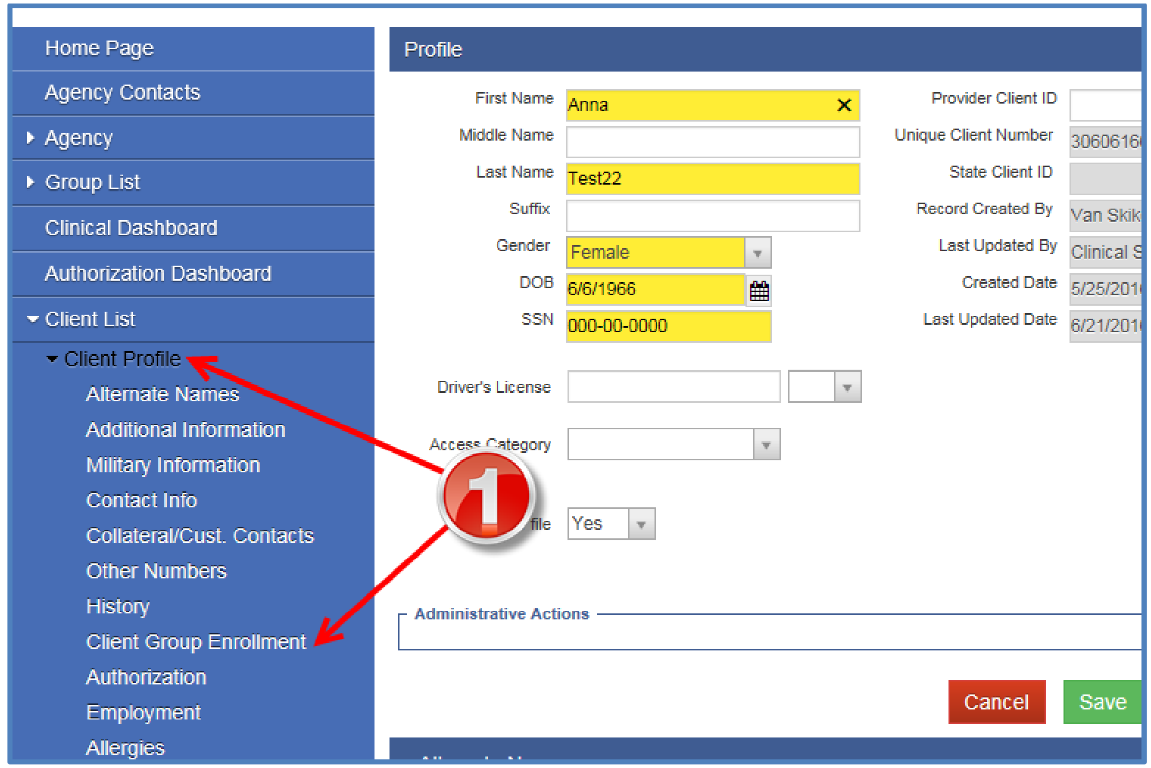
**NOTE: When there are 3 Follow Ups with the status of Unable to Follow-Up Awaiting Response and a 4th Follow Up is entered with a status of Unable to Contact, WTIS will automatically open the Intake and create the Follow Up Program Enrollment.**



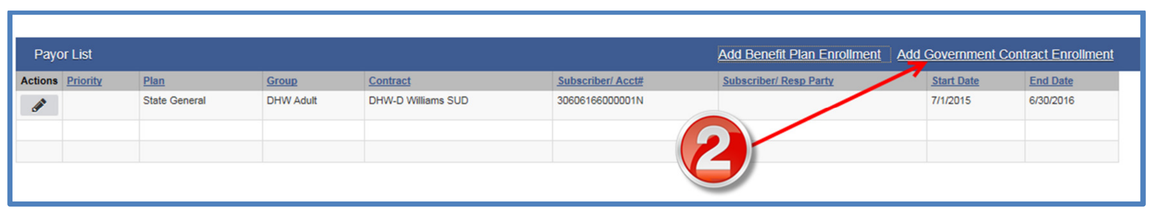
# Create a Client Group Enrollment

1. Click **Client Profile** and **Client Group Enrollment** on the Navigation Pane (left menu).




**NOTE: Create a new Client Group Enrollment each time you are billing for a 4th Unsuccessful Follow Up with a status of Unable to Contact.**

2. Click **Add Government Contract Enrollment**.



3. **<u>Select the Contract that starts with “DHW” or “IDJC” followed by your agency name</u>** (whichever is applicable.)

4. Select **<u>DHW Follow up or IDJC-Follow Up</u>** as the **<u>Plan Group.</u>**

5. **<u>Enter the day you completed the Follow-Up as the Start and End Date</u>**.

6. Click 

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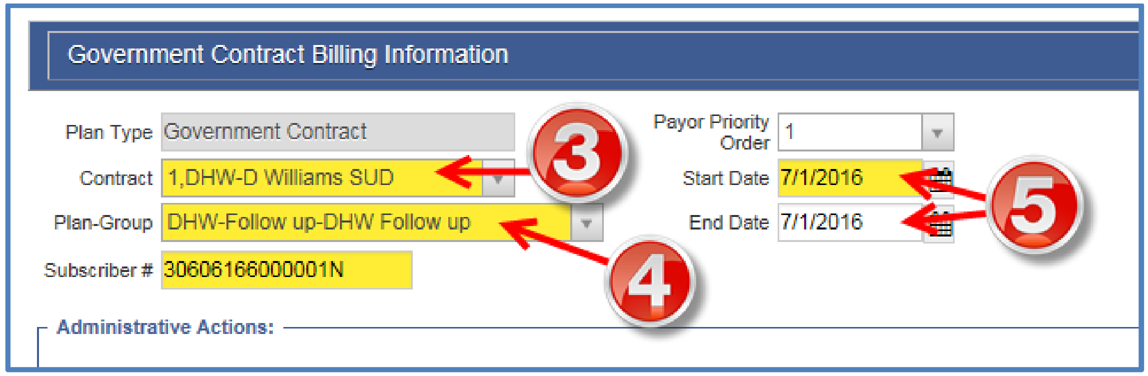
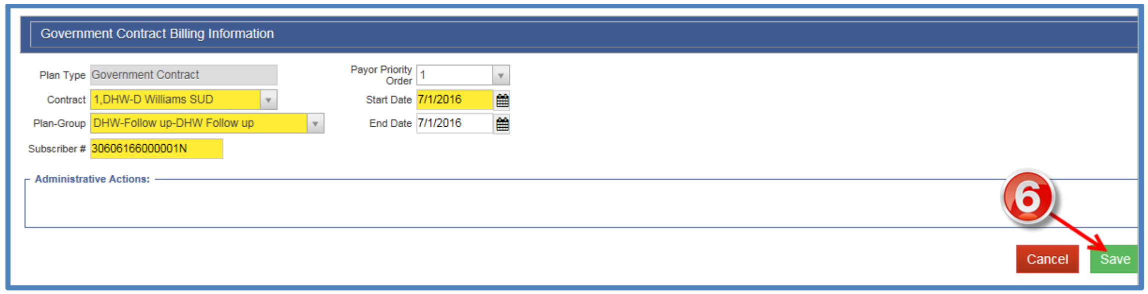
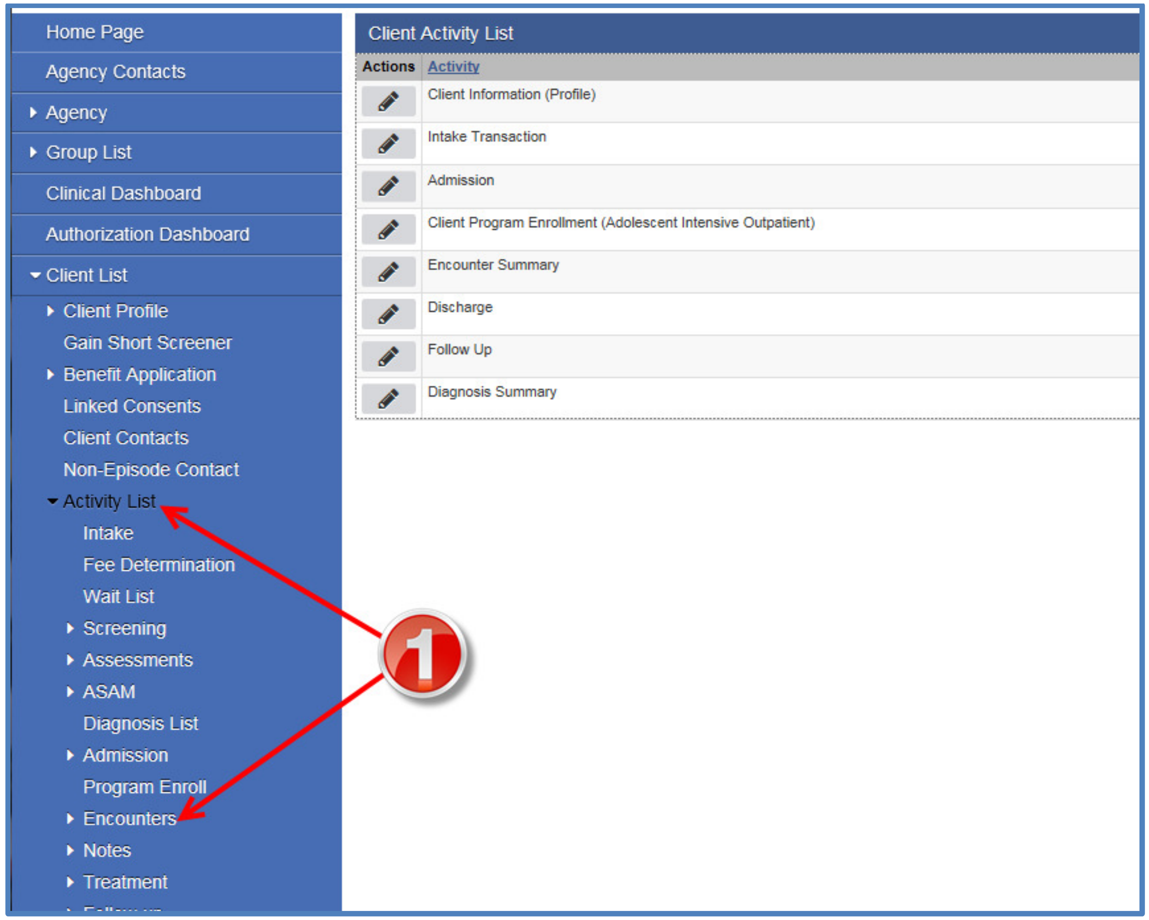


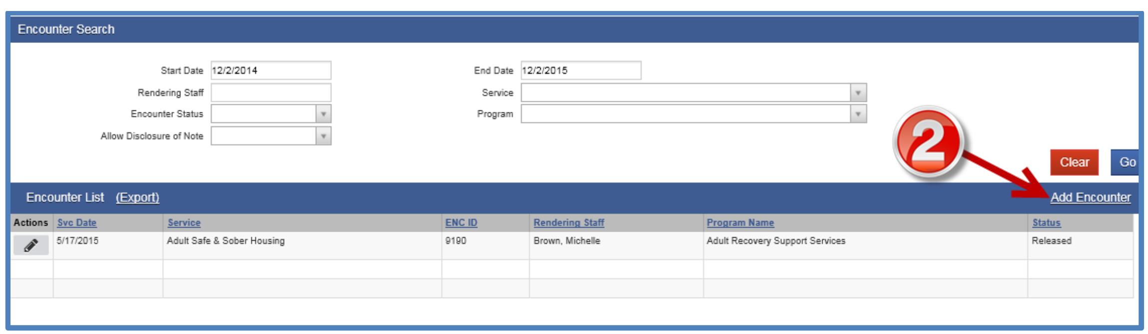



# Bill for Unsuccessful Follow Up Survey Attempts (Create an Encounter)

**1.** Click **Activity List** and **Encounters** on the Navigation Pane.



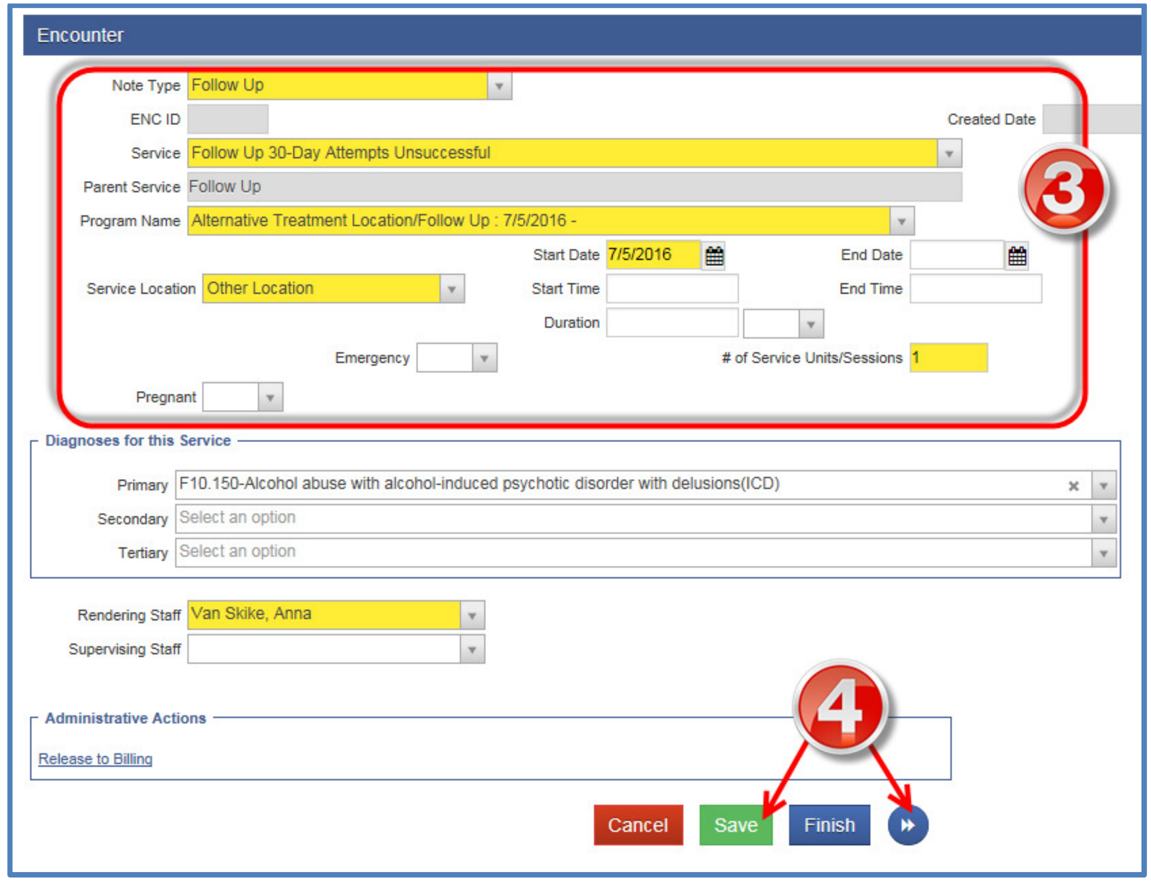

**2.** Click **Add Encounter**.



3. Complete the following:
   - Select **Follow Up** as the **Note Type**
   - Select the **Service** of **Follow Up 30-Day Attempts Unsuccessful**, **Follow Up 6-Month Attempts Unsuccessful**, or **Follow Up 12-Month Attempts Unsuccessful**
   - Enter the **Start Date**
   - Select the **Service Location**
   - **Enter 1** for the **# of Service Units/Sessions**.

4. Click 

and  .



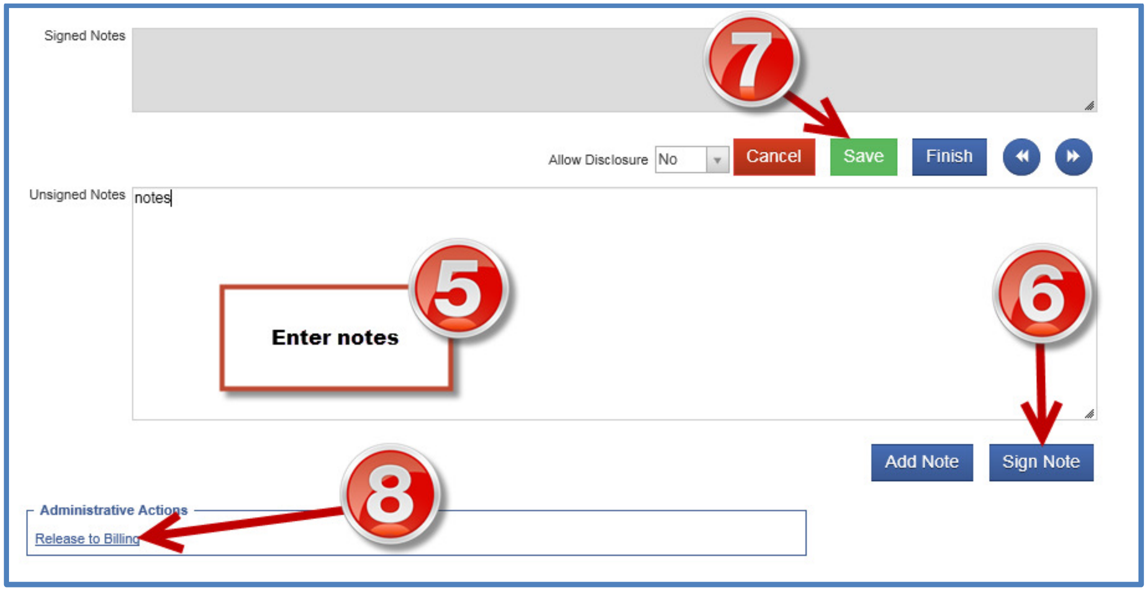
5. **Enter a note** in the Unsigned Note section.

**NOTE: Document the four methods used to attempt to contact client.**

6. Click **Sign Note**.

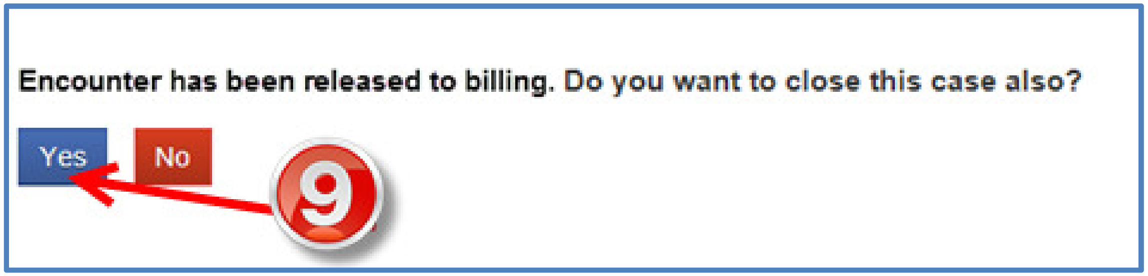
7. Click **Save**.

8. Click **Release to Billing**.




**NOTE: When the Encounter Releases to Billing, WITS will prompt you to close the case (Intake).**

9. Select **Yes** when prompted to close the case.




**NOTE: WITS will automatically close the Follow Up Program Enrollment when the Intake is closed.**